

Job Description  
*Missouri State Highway Patrol*

Class Title: Clerk Typist III - TND Support Services

Title Code: V00032

Effective Date: 04/03/07

Date Reviewed:

Date Revised:

**Immediate Supervisor:** Clerk Typist III

**Position Supervised:** None

**FLSA Classification:** Non-exempt

**Working Hours:** An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

An employee in this class performs skilled typing and clerical work that requires application of independent judgment. Work is performed with considerable independence. Duties may include serving as a lead worker to lower level clerks and typists and provides technical guidance in the supervisor's absence. Ordinarily the employee plans and lays out the work and ensures it is carried through to completion; however, significant departures from standard policy and procedures are reviewed by a supervisor.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Processes applications received by individuals requesting enrollment in various academy courses; provides information to applicants, both orally and/or in written form regarding training schedule; generates invoices for payment for the requested course; enters information in the SAM II Financial System and Academy Training Tracking System (ATTS).

Codes and processes Recruit uniform expense reports; compiles and processes facility usage invoices and payments and maintains associated financial ledgers.

Generates and disseminates academy training schedules as needed; prepares monthly calendar of events; revises or creates various training forms, documents, and reports as requested.

Processes worker's compensation claims as needed; maintains all confidential medical files for Training Division Staff.

Answers the division telephone and provides non-technical assistance.

Assists other clerical and technical employees assigned to the Training Division as needed.

Serves as back-up to the division's special assistant as needed.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of business English, spelling and arithmetic.

Thorough knowledge of modern office practices, procedures, and equipment.

Thorough knowledge of basic office machines.

Thorough knowledge of various computer software programs (e.g., Microsoft Word, Excel, PowerPoint, Lotus Notes).

Ability to learn Training Division policies and procedures.

Ability to work well with others and portray a professional demeanor when greeting the public.

Ability to read English effectively.

Ability to multi-task.

Ability to maintain a variety of clerical data and statistical reports.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to work independently with general supervision.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to maintain harmonious working relations with others.

Ability to alphabetize, transport, file and purge records and documents.

Ability to understand and follow oral and written instructions.

Possess the skill to type at a rate of 40 words per minute with ten (10) errors or less.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED and two years experience as a Clerk Typist II or comparable experience.